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Report of the Secretary-General on the Global Code of Ethics for Tourism

Summary

The Global Code of Ethics for Tourism was adopted by the General Assembly of the World Tourism Organization (UNWTO) in 1999 and acknowledged by the General Assembly of the United Nations in 2001 as a frame of reference for sustainable tourism development. It constitutes a comprehensive set of principles addressed to different stakeholders, such as governments, the private sector, host communities, tourists and the media, which aims at maximizing the sector's benefits while minimizing tourism's potentially negative impact on the environment, societies and cultural heritage across the globe. The Code of Ethics is a voluntary instrument, thus non-binding by nature. However, a draft proposal is currently under consideration by UNWTO to transform the Code into a legally binding international convention.

The World Committee on Tourism Ethics was established in 2001 by a resolution of the General Assembly of UNWTO as an impartial third body entrusted with the interpretation of the Code, as well as with the evaluation of its implementation. The chair and the members of that Committee are independent personalities from the public and private sectors who serve on the Committee in their personal capacities for a renewable four-year term. The structure and functions of the Committee were reviewed by the UNWTO General Assembly in 2011, and in 2013 the latter appointed a reformed new Committee.

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Since the adoption of the Global Code of Ethics for Tourism in 1999, the Secretariat of the UNWTO has conducted four surveys among its Member States (in 2000, 2004, 2009 and 2014) to monitor the implementation of the Code by national tourism administrations. For the last survey, the object of the present report), 62 responses to the implementation questionnaire were received from UNWTO member States and territories, including one non-Member State (Finland). Overall since 2000, 128 States and territories have responded to at least one of the four implementation surveys launched by the organization, representing 82 per cent of the membership.

In 2011, the Organization initiated a campaign to enhance the implementation of the Code by the private sector, the ultimate practitioners of tourism development. With that purpose in mind, tourism companies and their trade associations were invited to publicly adhere to the Code of Ethics by signing a commitment through which they pledge to uphold and promote the ethical principles and to report to the World Committee on Tourism Ethics on how they are being implemented in their business operations. As of 30 June 2015, 417 companies and associations from 57 countries around the world have signed the Private Sector Commitment to the UNWTO Global Code of Ethics for Tourism, of which 134 have already submitted their reporting questionnaire to the Committee. **It should be noted that the Private Sector Commitment to the Code is not a certification scheme, and that responses to the implementation survey are based on companies' self-assessment.**

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I. Introduction

1. The World Tourism Organization (UNWTO) is the specialized agency of the United Nations responsible for the promotion of sustainable, responsible and universally accessible tourism. It endeavours to include tourism in the global agenda as a sector that drives economic growth, inclusive development and environmental and sociocultural sustainability. In line with the principles of the Global Code of Ethics for Tourism, the organization aims to maximize the positive economic and sociocultural effects of tourism while minimizing its negative impacts on the environment and society. In this respect, the organization has strived towards achieving the United Nations Millennium Development Goals and is currently committed to advancing the new sustainable development agenda, which is expected to be launched with the adoption of the Sustainable Development Goals by the United Nations General Assembly in September 2015.

2. On 1 October 1999, the General Assembly of the UNWTO by its resolution 406 (XIII) adopted the Global Code of Ethics for Tourism as its main policy document. In 2001 the General Assembly of the United Nations in its resolution 56/212 acknowledged it as a comprehensive set of principles designed to guide the different stakeholders in tourism development, namely, Governments, the tourism sector, host communities and tourists.

3. The Global Code of Ethics is a voluntary instrument, thus non-binding by nature. The application of the Code may, however, be enhanced by the incorporation of its contents and provisions into legislation, regulations and professional codes, a measure that UNWTO recommends to both national tourism administrations and tourism enterprises. The conversion of the Code of Ethics into a legally binding Convention is currently under consideration at UNWTO.

4. The structure of the Code comprises a preamble, the principles (nine articles) and a mechanism for their implementation (article 10). Article 10 makes direct reference to the World Committee on Tourism Ethics as the impartial third body responsible for the application and interpretation of the Code of Ethics and for the settlement of disputes by means of conciliation.

5. Approved by the General Assembly in 2003, the World Committee on Tourism Ethics had worked until 2013 under the original composition of 1 chairperson, 11 members and 11 alternates, who were elected by the organization's member States and territories as well as by its affiliate members from the operational sector. The main tasks of the Committee included interpreting, applying and evaluating the provisions of the Global Code of Ethics.

6. In 2011, upon the recommendation of the UNWTO Secretary-General, the UNWTO General Assembly adopted resolution 607(XIX), which approved a proposal to reform the World Committee on Tourism Ethics with the objective of enhancing its independence, improving its effectiveness and increasing the knowledge and implementation of the Global Code of Ethics worldwide.

7. The reform entailed reviewing appointment procedures of the Committee, as well as adjusting its composition and functions. The process culminated in August 2013 with the appointment of the chairman, the eight members and the three alternate members of the new Committee by UNWTO General Assembly resolution

636(XX). The new Committee resulted in a more dynamic body totalling 12 members, instead of the previous 23 (see annex I to the present report).

8. The Committee's independence from their respective nominating authority (government, affiliate company or university) is ensured on two fronts: first, because the candidates undergo a strict selection process carried out by a selection board set up by the UNWTO General Assembly and composed of the Chair of the General Assembly, the Chair of the Executive Council, the Chair of the Affiliate Members, the Secretary-General and the Legal Adviser of UNWTO. Secondly, the adoption of new rules according to which all travel and accommodation expenses for members' participation in Committee meetings are covered by the UNWTO secretariat (and no longer by their respective nominating authorities) resulted in eliminating any implicit obligations for members to report back to the national tourism administration, tourism enterprise or academic institution which previously used to sponsor their participation in meetings.

9. The functions of the new World Committee on Tourism Ethics, as spelled out in its rules of procedure of 2014, include:

(a) Promoting the principles of the Global Code of Ethics for Tourism;

(b) Monitoring, evaluating and reporting on the implementation of the Global Code of Ethics for Tourism;

(c) Research and issuance of reports, recommendations and observations on ethical matters related to tourism;

(d) Proposal and approval of texts of draft conventions and other legal instruments on specific issues related to the provisions of the Code of Ethics.

10. In 2013, an agreement was signed between the Government of Italy and UNWTO by which the secretariat of the World Committee on Tourism Ethics, which was established in Rome in November 2008, was transformed into the Centre for the Promotion of the Global Code of Ethics for Tourism in order to strengthen the dissemination of the Code of Ethics and to better assist the Committee in spreading the knowledge and understanding of this instrument.

II. Activities of the World Committee on Tourism Ethics

11. Since August 2010, date of the last report of the Secretary-General on the implementation of the Global Code of Ethics for Tourism to the United National General Assembly (A/65/275), the World Committee on Tourism Ethics has met on six occasions — three under the old composition (Bali, June 2011; Rome, July 2012; Madrid, March 2012) and three under the new composition (Madrid, February 2014; Rome, November 2014; Rovinj, May 2015), during which it examined a wide array of ethical issues posing challenges to the tourism sector.

12. Some of the most pertinent topics considered by the past Committee include responsible tourism and its socioeconomic impact on local communities, the economic empowerment of women through tourism, fair tourism, the protection of children against all forms of exploitation in tourism, the prevention of trafficking in human beings and in cultural artefacts; respect for intangible cultural heritage; the protection of tourists as consumers, and the provision of unbiased information to tourists.

13. In its current composition (2013-2017), the Committee has established for itself six main areas of work maintaining the focus, as on previous mandates, on child protection, trafficking in human beings and accessible tourism for all (in particular for persons with disabilities and special needs), while including new concerns such as poaching and the illegal trading of wildlife, the promotion of fair models of all-inclusive holidays and the effect of unfounded ratings on travel portals which may impact the reputation of companies and destinations.

14. At its last meeting, in May 2015, the Committee studied the viability of converting the Global Code of Ethics into a legally binding instrument. With this purpose, it examined a first draft of what could become a convention, prepared by the organization's legal adviser, which the Committee unanimously agreed to transmit for consideration at the twenty-fifth session of the UNWTO General Assembly (Medellin, Colombia, 12-17 September 2015).

III. Implementation of the Global Code of Ethics for Tourism by UNWTO member States

15. One of the main functions of the World Committee on Tourism Ethics is to oversee the implementation of the Global Code of Ethics for Tourism by Governments and the private sector, mainly by means of surveys.

16. Since the adoption of the Global Code of Ethics for Tourism in 1999, the secretariat of the UNWTO has conducted four surveys among its member States (in 2000, 2004, 2009 and 2014) in order to monitor the practical application of the principles of the Code by tourism stakeholders.

17. Overall since 2000, 128 member States and territories (82 per cent) have responded to at least one of the surveys on the implementation of the Global Code of Ethics for Tourism (see annex II of the present report). For the most recent edition of the survey, whose outcome is summarized in the present report, the UNWTO secretariat has received 62 responses from its member States and territories, including one non-member State, Finland (see annex III).

18. The regions with the highest response rate were: Europe (with 43 per cent of the member States) and Africa (24 per cent), followed by the Americas (22 per cent).

19. In addition to the formal acceptance of the Code by all UNWTO member States at the thirteenth session of the General Assembly, held in Santiago in 1999, the Code of Ethics has been given effect by a number of countries through their respective institutional bodies. In previous reports, examples were given such as the adoption by the Honduras National Congress, by the Spanish Council of Ministers, and by Parliamentary/ministerial resolutions in Argentina, Costa Rica, the United Republic of Tanzania, Uruguay and the Flemish Community of Belgium. In the current survey, Albania, Argentina, the Dominican Republic, Haiti, Indonesia, Morocco, Nigeria, and Uruguay have indicated that a Parliamentary/Ministerial resolution had been adopted in their respective countries to implement the Global Code of Ethics. Moreover, the city of Puerto Princesa in the Philippines approved a resolution formally adopting the Global Code of Ethics in September 2014.

20. Furthermore, 29 member States reported that they had incorporated some principles of the Global Code of Ethics into their national legislation, while 27 others used the principles of the Code as a basis when establishing national regulations. For instance, the Government of India in collaboration with the United Nations Office on Drugs and Crime (UNODC), Save the Children and the Pacific Asia Travel Association produced a "Code of Conduct for Safe and Honourable Tourism in 2010 aimed at ensuring safety in tourism for both tourists and local communities.

21. The action most commonly taken by member States to promote the Code of Ethics has been its distribution to various tourism stakeholders (66 per cent of respondents), followed by its translation into national languages. At the moment of its adoption in 1999, the Global Code of Ethics for Tourism was available in the five official languages of UNWTO (Arabic, English, French, Russian and Spanish); since then it has been translated by member States into 46 other national or local languages.

22. Another frequent practice is the use of online tools for dissemination of the Code (through websites, email signatures and online training webinars). The Government of Spain has provided a detailed account of the channels used to promote the Code, which include dissemination through the Ministry's website; distribution of the Code to high-ranking Spanish tourism authorities and tourism associations; coordination of three online workshops with the Governments of Latin American countries on good corporate social responsibility practices; and, lastly, an unusual but interesting dissemination practice which consists in including the Code of Ethics as part of the contract template that is used when signing collaboration agreements with tourism authorities from other countries.

23. Several European countries declared that they relied on the private sector for the implementation of the Code of Ethics and that therefore they focused their dissemination efforts on these corporate entities. For instance, the Netherlands explained that since they had no specific legislation for tourism, in 2004 the Netherlands Ministry of Economic Affairs set up a portal to inspire, connect and strengthen companies to take far-reaching steps in the field of corporate social responsibility and trusted dissemination of the ethical principles of the Code to the Netherlands private sector signatories of the Global Code of Ethics for Tourism.

24. A number of best practices detailed in the reporting questionnaires show some interesting trends by region. The region of the Americas, for instance, seems to place a special focus on campaigns and legislation on the protection of children's rights in tourism. In 2013, the Ministry of Tourism of Argentina adopted a programme called Responsible Tourism and Child Protection, which includes several inter-ministerial cooperation actions, rising awareness in the academic sector as well as cooperation with the private sector. Peru reported that the Ministry of Tourism had been working since 2005 on campaigns to prevent the sexual exploitation of children in tourism, and that it created in this framework a national Code of Conduct targeting the private sector and which counted 1,206 subscribers by 2013. Uruguay adopted a national regulation in December 2013 that obliges tourism providers to implement a series of measures geared towards the elimination of child exploitation in tourism.

25. The work on community well-being in this region is also noteworthy. Argentina, Colombia and the Dominican Republic have reported on projects that tackle the issue of improved understanding between cultures. Argentina and

Colombia are collaborating in the development of tourism sites with indigenous communities, while the latter is focusing on the impact of the all-inclusive tourism model on local communities.

26. Based on the replies to the questionnaires it appears that African Governments of African countries are, in general, more concerned about triggering sustainable tourism through environmental policies. Of the respondents from this region, 80 per cent (12 of 15) indicated that their laws and regulations cover sustainable development, more specifically the protection of natural environment, biodiversity, wildlife and landscapes. A good example is the response received from the National Tourism Authority of Botswana that submitted the Botswana Eco-Policy based on a Tourism Best Practices Manual, an Eco-Tourism Certification System and a Community-Based Natural Resources Management Policy. The National Tourism Authority of Ghana also informed about two relevant policies, one on environment and one on forestry and wildlife.

27. In summary, although the overall response rate is higher than in the latest Implementation Survey of 2010, it is still disappointing to see a low ratio of replies from regions such as South Asia and the Pacific and the Middle East. The voluntary nature of the Code of Ethics itself is possibly one of the decisive factors explaining such moderate level of response to the Survey. The World Committee on Tourism Ethics has therefore considered it necessary to improve the implementation of the Code as mentioned above with the preparation of a proposal for converting the Code into a legally binding international convention.

IV. Implementation of the Global Code of Ethics for Tourism by the private sector

28. With globalization, growing mobility and competitiveness, safeguarding of human rights and respect for the environment and society while doing business have faced new challenges in many economic sectors including tourism. The dominance of corporate business interest has sometimes led to practices that, on occasion, could not be considered as responsible or ethical. One way of addressing the negative impacts of business on society and the planet has been through the voluntary commitment to corporate social responsibility.

29. To leverage transparent and responsible business practices and enhance respect of the basic ethical principles of sustainable tourism development, in 2011 the UNWTO secretariat initiated a campaign geared towards tourism enterprises and their trade associations, the ultimate practitioners of international tourism activities.

30. In this context, the UNWTO secretariat and the World Committee on Tourism Ethics, in cooperation with national tourism administrations, invited tourism businesses to adhere to the Code by publicly signing up to the Private Sector Commitment to the UNWTO Global Code of Ethics for Tourism. In a special ceremony, witnessed by the UNWTO Secretary-General or the Chair of the Ethics Committee, the signatory entities formally pledge to uphold, promote and implement the principles of responsible and sustainable tourism development contained in the Code, and to report to the Ethics Committee on a regular basis on the steps they have taken for the practical application of the Commitment. All signatory companies and associations are allowed to use special logos in all their

communication materials as long as they meet the reporting requirement and there are no indications or complaints about unethical practices by them. The reporting obligation by means of a special questionnaire has to be carried out every two years by all the private sector signatories.

31. In this respect, it is important to draw attention to the fact that the private sector commitment does not constitute a certification scheme, but rather a declaration of intentions by the enterprises and associations that signed it. The implementation survey that the signatories are requested to complete is a self-assessment tool.

32. The implementation survey should, therefore, be seen as a means of obtaining information on existing policies, programmes and practices of the tourism sector in the field of corporate social responsibility, so as to enable the Ethics Committee to establish an inventory of actions already under way in a number of areas, and from there to identify potential gaps which would require more in-depth analysis and the issuance of guidelines or recommendations. The five areas selected for this purpose are: (a) corporate governance and business ethics; (b) employment quality; (c) social equity and human rights; (d) community well-being; and (e) environmental sustainability.

33. As of 30 June 2015, 417 companies and associations from 57 countries have signed the Private Sector Commitment to the Code of Ethics. However, only the 363 entities that signed the commitment prior to 1 January 2015 have received the survey questionnaire for completion (the signatories need a minimum of six months to organize and adjust to the reporting requirement). Of 363 entities, a total of 134 have sent in their replies to the implementation questionnaire, of which 82 were companies and 52 trade associations. The data collection process is an ongoing one as new entities join the initiative.

A. Implementation by companies

34. As of the end of June 2015, UNWTO has received 82 responses from companies out of the 189 that were expected to report on the implementation of the Global Code of Ethics for Tourism (43 per cent) (see annex IV of the present report). A surprising aspect of the overview of replies is that all responding companies are based in only 10 countries, namely Armenia, Chile, Costa Rica, Germany, Indonesia, Japan, Mexico, Philippines, Qatar and Spain. Most replies originate from the Americas (52 per cent).

35. Regarding the promotion of the Code, companies indicate that they have disseminated the Code mainly to their staff members (97 per cent of respondents), and through online dissemination tools such as their corporate websites and portals.

36. When it comes to the implementation of the Code's principles, the methods chosen are very diverse; 15 companies have relied on sector-specific ethical codes, 11 have indicated that they organized informative training sessions on the Code for staff, 9 companies integrated the Code's principles in corporate social responsibilities policies, and the rest of the responses vary from preparing an induction training manual for new staff to including reference to the Code in the hotel check-in information.

37. Of the five areas of corporate social responsibility mentioned above, the ratio of the interest areas reported by the surveyed companies are balanced. As for concrete examples, several companies displayed innovative efforts in the field of community well-being and environmental sustainability, while there are fewer good examples related to governance, employment quality and social equity.

38. Among interesting best practices related to community well-being are the initiatives implemented by TUI AG, a global tour-operator. TUI established the Robinson Hotel School in 2008 in Agadir, Morocco, aimed at providing training and employment opportunities to young people in the country's growing tourism sector. A similar project focused on the empowerment of women is currently being implemented (2012-2016) in Tunisia, where quality professional training is provided to female hotel managers to promote women's advancement in the tourism sector. Another example comes from Mexico, where TUI AG's subsidiary company Thomson and the Thomas Cook Group are supporting Mayan women to produce honey, toiletries and jam made of local fruits to sell in their hotels. In addition, Thomas Cook launched its "Local Label" excursion product in 2013, which allows the company to measure the impact of their business on local economies.

39. Examples related to environmental sustainability were frequent, several of which originate from Latin America. For example, Hotel Parador, situated in the vicinity of Manuel Antonio National Park in Costa Rica, applies the Ozone system, which allows reduction of water consumption by 35 per cent and the usage of detergents and fabric softeners by 50 per cent. In addition, all shampoos, conditioners and soaps are 100 per cent biodegradable and are shipped back to the factory for reuse. This hotel also works with the Titi Conservation Alliance for protecting an extremely endangered primate species in its area of operations. Furthermore, the thematic park Rainforest Adventures, located close to San José, Costa Rica, protects 565 hectares of rainforest and provides information to staff and tourists on how to contribute to the protection of flora and fauna. The company engages in cleaning of national parks and beaches, recycles all material consumed in the offices and saves water and energy through water treatment plants in the park.

40. On employment quality, the multinational hotel chain Grupo Barceló based in Spain presented a detailed employment quality scheme. The scheme includes risk prevention and work safety programmes, observes work and private life balance and keeps transparency of new job announcements through the employee's portal. The latter includes the full text of the company's code of ethics, inspired by the Global Code of Ethics for Tourism, which also is included as a clause in all contractual documents. The staff's performance and employees' workplace satisfaction are evaluated through transparent tools. Furthermore, the company collaborates with non-governmental organizations to provide employment opportunities for persons with disabilities. During 2014, a total of 689 capacity-building activities were carried out.

41. While several companies ensure a policy of equal opportunities and accessibility, concrete initiatives aimed at promoting social equity, gender equality and accessibility are scarce. Exceptions include the Chilean hotel Tierra Atacama, located in San Pedro de Atacama, in which 40 per cent of managerial positions are held by women, and Amadeus IT Group, which promotes gender equality through the Amadeus Women Network, aimed at supporting the professional development of women in the organization.

42. Moreover, Tierra Atacama provides a number of initiatives in the area of social equity and human rights. The hotel staff has been trained to recognize cases of child exploitation and the premises are constructed with a ground floor level only to make the hotel accessible for persons with disabilities. The hotel cooperates with the Smartrip Foundation, which provides training on business development to Chilean micro-entrepreneurs in the vicinity of collaborating hotels, with a view to allowing them to remain within their indigenous communities and to preserve their cultural identity.

43. In general, respondents that have expressed a special interest on issues related to the protection of indigenous communities mention in the survey that they provide tips to their clients on how to approach local communities in order to culturally sensitize the visitors before the actual encounter.

44. Throughout the responses, it is noticeable that major tourism providers are concerned (or starting to be concerned) about the impact of their business on local communities. An example of this is the initiative of Thomas Cook Group, one of the biggest global tour-operators, launched its "Local Label" excursion product in 2013, which has allowed them to start measuring the impact of its business on the local economies. The average discretional spending in destination economies on the "Local Label" excursions in 2013 was estimated at £650,000. In Mexico, this tour-operator supported the initiatives of Mayan women to preserve the forests where they live and to provide bee boxes to home the endangered Melipona bee. Only a few drops of the harvested honey are needed to create toiletries, which were market-tested by Thomas Cook customers. The products are now sold to hotels and the brand has been recognized locally as a formal business.

45. Most of the signatories that have replied to the survey already have a consolidated track record in corporate social responsibility policies. For most companies, implementing the Global Code of Ethics for Tourism allows them to broaden the scope of their corporate social responsibility policies by using an international tourism framework while being part of a global initiative.

B. Implementation by associations

46. UNWTO has received a total of 52 responses from associations out of the 175 that were expected to report on the implementation of the Global Code of Ethics for Tourism (30 percent) (see annex V of the present report). The response rate was highest among European associations followed by those from the Americas.

47. On dissemination actions, 76 per cent of responding associations have provide links to the Code on their website and almost half of them have launched communications campaigns on ethical topics linked to the Code. An innovative way of dissemination is the initiative of the German Travel Association's that made a "tourist-friendly" text of the Code available on their website, which can be downloaded by tour operators and added to tourists' travel documents.

48. Many associations have taken only rudimentary steps in terms of implementation of the Code. However, the Code has been a source of inspiration for a number of associations to develop or improve their own ethical guidelines and corporate social responsibility strategies, as in the case of the Association of Danish Travel Agents and Tour Operators, which applied the principles of the Code in the

design of their corporate social responsibility toolbox. Also, the Australian Federation of Travel Agents reports that the Global Code of Ethics contributed to the development of the Australian Federation Travel Accreditation Scheme, an industry accreditation tool setting the benchmark of quality for the travel industry. Companies wishing to gain accreditation to the scheme have to abide by the Global Code of Ethics.

49. In the context of corporate social responsibility, governance and business ethics was reported to be the most frequently addressed area; nevertheless, innovative corporate social responsibility projects were most often related to social equity and human rights, as well as to environmental sustainability.

50. In relation to human rights, child protection is an issue in which signatories have engaged in various projects. For example, the German Travel Association was the co-initiator of the reporting campaign "Don't look away" in Germany, Austria and Switzerland, and the Netherlands Association of Travel Agents and Tour Operators initiated a campaign at the Schiphol airport, targeting passengers traveling to distant destinations and encouraging them to report on child sex tourism.

51. Environmental sustainability is another prioritized field for associations. Several report about having taken part in the European Union-supported Travelife Sustainability System for Tour Operators and Travel Agencies, a training, management and certification initiative for tourism companies committed to reach sustainability with primary focus on hotels, accommodations, tour operators and travel agencies. The programme includes a wide range of sustainability criteria, which the agency/operator must meet in order to be part of the project.

52. Another good example of promoting sustainable development was reported by the Federación de Empresas de Turismo de Chile which, since 2012, has led a public-private programme to promote the adoption of sustainable practices among tourism enterprises in Chile. The Federation has developed seven manuals of good practices, inter alia, targeting hotels, restaurants, convention centres and municipalities, with recommendations on how to improve sustainability in operations.

53 A clear trend is that the Code of Ethics has provided signatories with a solid framework on which to base the promotion of ethical principles in tourism. With their adherence to the Code, associations report on having gained increased credibility as responsible actors in the tourism industry.

V. Other UNWTO activities in line with the principles of the Code

A. Sustainable Tourism Programme of the 10-Year Framework of Programmes

54. It is recalled that at the United Nations Conference on Sustainable Development, held in Rio de Janeiro in 2012, the 10-Year Framework of Programmes was adopted by Heads of State as a global framework for action to enhance international cooperation to shift towards sustainable consumption and production patterns in both developed and developing countries. The 10-Year

Framework aims at developing, replicating and scaling up sustainable consumption and production and resource efficiency initiatives, at the national and regional levels, decoupling environmental degradation from economic growth, and thus increasing the net contribution of economic activities to poverty eradication and social development. The objectives of the 10-Year Framework will be addressed through various programmes, which in the initial composition are: Consumer Information; Sustainable Buildings and Construction; Sustainable Food Systems; Sustainable Lifestyles and Education; Sustainable Public Procurement, and; Sustainable Tourism.

55. The 10-Year Framework Sustainable Tourism Programme was launched on 5 November 2014 on the occasion of the World Responsible Tourism Day at the World Travel Market in London and is set to harness the power of the more than one billion tourists who travel the world every year as a force for good. The 10-Year Framework offers a major opportunity to ensure that tourism contributes effectively to sustainable development through the adoption of sustainable consumption and production practices resulting in enhanced environmental and social outcomes and improved economic performance; all within the framework of the Sustainable Development Goals. UNWTO is the Lead of the 10-Year Framework Sustainable Tourism Programme, with the Governments of France (Ministry of Ecology, Sustainable Development and Energy), the Republic of Korea (Ministry of Culture, Tourism and Sports) and Morocco (Ministry of Tourism) as Co-Leads. The Lead and Co-Leads are supported by a 23-member Multistakeholder Advisory Committee and by the 10-Year Framework Secretariat based at the Division of Technology, Industry and Economics of the United Nations Environment Programme (UNEP), which is in charge of the overall coordination and reporting to the Economic and Social Council. Another 65 partner organizations agreeing with the goals and objectives of the 10-Year Framework Sustainable Tourism Programme are also committed to support the implementation of the programme of work which has four main areas: (a) Integrating sustainable consumption and production into tourism-related policies and frameworks; (b) Collaboration among stakeholders for the improvement of the tourism sector's sustainable consumption and production performance; (c) Fostering the application of guidelines, tools and technical solutions to improve, mitigate and prevent tourism impacts and to mainstream sustainable consumption and production patterns among tourism stakeholders; (d) Enhancing sustainable tourism investment and financing.

56. In a significant acknowledgment of tourism as a tool for promoting sustainable development, the United Nations General Assembly unanimously adopted its resolution 69/233 on promotion of sustainable tourism, including ecotourism, for poverty eradication and protection of the environment. The text, sponsored by a record 107 delegations, draws on the recommendations contained in a substantive report prepared by UNWTO for the General Assembly. In line with UNWTO recommendations, it underlines the importance of appropriate national policies, guidelines and regulations for promoting sustainable tourism, including ecotourism, and encourages the States Members of the United Nations and regional and international financial institutions to support sustainable tourism projects, enabling the creation of small and medium-sized enterprises, promoting cooperatives and facilitating access to inclusive financial services, including microcredit initiatives for the poor, local and indigenous communities. Among other provisions of the resolution, the General Assembly recognizes that "sustainable tourism, including

ecotourism, represents an important driver of sustainable economic growth and decent job creation, that it can have a positive impact on income generation and education, and thus on the fight against poverty and hunger, and can contribute directly to achieving the internationally agreed development goals" and calls upon the United Nations system to promote sustainable tourism, including ecotourism, as an instrument that can contribute to achieving the Millennium Development Goals.

B. Mainstreaming universal accessibility in tourism

57. The Global Code of Ethics explicitly states that a direct and personal access to tourism should be a right equally open to all and therefore recommends that tourism for persons with disabilities should be encouraged and facilitated. In line with this principle, UNWTO promotes universal access to tourism infrastructures, products and services as a central element of any responsible and sustainable tourism policy.

58. In close collaboration with disabled peoples' organizations and related civil society entities, the organization and the World Committee on Tourism Ethics developed the "Recommendations on Accessible Tourism for All", which were adopted by the UNWTO General Assembly in 2013. A set of more specific recommendations focusing on the accessibility of information in tourism will be submitted for adoption at the forthcoming UNWTO General Assembly session, in September 2015.

59. These recommendations are complemented by a series of technical manuals addressed to national tourism administrations, destination management organizations, and travel and tourism enterprises. These manuals analyse the demand and supply factors linked to accessible tourism and suggest indicators for creating accessible destinations according to the principles of Design for All. Making the tourism sector more accessible also entails major business opportunities, but, above all, it will result in more enjoyable destinations for both visitors and the local population.

C. Anti-trafficking campaign in tourism

60. In 2014, UNWTO joined forces with the United Nations Office on Drugs and Crime and the United Nations Educational, Scientific and Cultural Organization in launching a global campaign urging travellers to support the fight against trafficking, with a main focus on trafficking in human beings, and in wildlife and cultural artefacts.

61. Under the slogan "Your Actions Count — Be a Responsible Traveller" the campaign aims to raise awareness about the most common illicit goods and services that tourists might be exposed to while travelling. With more than one billion tourists travelling the globe each year the tourism sector needs to acknowledge its great potential in making a change for good.

62. Representatives of the private sector, such as Marriot International and Sabre, have been involved in disseminating the campaign to their clients and employees through various electronic means.

VI. Conclusion

63. Since the adoption of the Global Code of Ethics for Tourism in 1999 by the General Assembly, the World Tourism Organization has actively promoted its nine principles for the achievement of a sustainable, responsible and accessible tourism development, both through the work of the World Committee on Tourism Ethics and through its regular programme activities which are strongly linked to the United Nations Millennium Development Goals and the future Sustainable Development Goals.

64. The implementation of the Global Code of Ethics by the national tourism authorities has been followed up since the year 2000 and, despite some remarkable achievements, there is still great scope for a more substantive improvement in terms of the practical application of its principles. One of the main reasons is probably the non-binding nature of the Global Code of Ethics itself. To reinforce the effectiveness of the Code and the obligatory character of its implementation by Governments, the World Committee on Tourism Ethics has undertaken initial steps to transform the Code into an international convention. A first proposal of a draft convention will be submitted at the twenty-first session of the UNWTO General Assembly (Medellin, Colombia, in September 2015), for consideration.

65. The recent engagement of the private sector with the principles of the Global Code of Ethics has resulted in a successful initiative that, in less than four years, has gathered 417 signatories from 57 countries, leading not only to a better knowledge and enhanced visibility of the Code of Ethics, but generating also a greater awareness among the global tourism community of the need for more ethical business practices and for the exchange of such practices among companies and countries. From the first reporting exercise it is positively noticed that most tourism companies and associations accomplish in the context of their corporate social responsibilities policies already a number of activities that comply with the principles of the Global Code of Ethics. It is also encouraging to see the variety of programmes and activities of the private sector and the interest towards engaging in new areas of corporate social responsibilities, albeit an appropriate evaluation mechanism for assessing the actual degree of implementation reported by companies and associations, is still being developed by the World Committee of Tourism Ethics.

66. Overall, the Global Code of Ethics for Tourism has so far proven to be instrumental in promoting an ethical, responsible and sustainable development of tourism in line with the core goals and values of the United Nations. Yet, much remains to be done, and support from the General Assembly would help to pursue the ongoing efforts to give more clout to the Code.

Annex I

World Committee on Tourism Ethics (2013-2017)

Chair:

Mr. Pascal LAMY (France)
Former Director-General of the World Trade Organization (WTO)

Members:

Mr. I Gede ARDIKA (Indonesia)
Former Minister of Tourism of Indonesia

Mr. Yoshiaki HOMPO (Japan)
Former Commissioner of Japan Tourism Agency

Ms. Fiona JEFFERY (United Kingdom)
Former Chair of the World Travel Market

Mr. Khelil LAJIMI (Tunisia)
Former Minister of Tourism of Tunisia

Mr. Jean-Marc MIGNON (France)
President, International Social Tourism Organisation (ISTO)

Ms. Tanja MIHALIC (Slovenia)
Head of Institute of Tourism, University of Ljubljana, Slovenia

Mr. Ron OSWALD (United Kingdom)
General Secretary, International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations (IUF)

Mr. Eugenio YUNIS (Chile)
Executive Vice President, Federation of Tourism Enterprises of Chile

Alternate Members:

Mr. Hiran COORAY (Sri Lanka)
Chairman, Jetwing

Ms. Suzy HATOUGH (Jordan)
Director of Dar Al-Diafa for Tourism Human Resources Development Consultancy

Ms. Gunnur DIKER (Turkey)
Advisor to president, Association of Turkish Travel Agents (TÜRSAB)

Annex II

UNWTO surveys on the implementation of the Global Code of Ethics for Tourism: UNWTO member States, associate members and observers

List of respondents (all surveys: 2000, 2004, 2008 and 2015)

1. Albania (2004, 2015)
2. Algeria (2004)
3. Andorra (2015)
4. Angola (2004, 2015)
5. Argentina (2004, 2008, 2015)
6. Armenia (2004)
7. Australia (2008)
8. Austria (2000, 2004, 2008, 2015)
9. Azerbaijan (2004, 2015)
10. Bahamas (2015)
11. Bangladesh (2000, 2004, 2008, 2015)
12. Belarus (2015)
13. Benin (2004, 2015)
14. Bhutan (2004)
15. Bolivia (2004)
16. Bosnia and Herzegovina (2008, 2015)
17. Botswana (2000, 2008, 2015)
18. Brazil (2000, 2004, 2008, 2015)
19. Brunei Darussalam (2015)
20. Burundi (2000, 2004)
21. Cambodia (2004)
22. Cameroon (2000, 2004, 2008, 2015)
23. Canada (2000, 2004, 2008)
24. Central African Republic (2000)
25. Chile (2004, 2008)
26. Colombia (2004, 2008, 2015)
27. Congo (2004, 2015)
28. Croatia (2000, 2015)
29. Costa Rica (2004, 2008, 2015)
30. Côte d'Ivoire (2004)
31. Cyprus (2000, 2004, 2008)
32. Czech Republic (2000, 2004, 2015)
33. Dominican Republic (2004, 2015)
34. Ecuador (2000, 2004, 2008, 2015)
35. Egypt (2000, 2004)
36. El Salvador (2000, 2004)
37. Eritrea (2004)
38. Ethiopia (2000)
39. Fiji (2000, 2004)
40. Finland[a] (2015)
41. Flanders, Belgium (2004, 2008, 2015)

[a] Not a UNTWO member State.

42. France (2000)
43. Gabon (2004, 2015)
44. Gambia (2015)
45. Germany (2004, 2008, 2015)
46. Georgia (2000, 2015)
47. Ghana (2000, 2015)
48. Greece (2000, 2004, 2008, 2015)
49. Guatemala (2000, 2004)
50. Guinea (2004)
51. Guinea-Bissau (2000)
52. Haiti (2015)
53. Honduras (2004)
54. Hong Kong, China (2004)
55. Hungary (2000, 2004, 2015)
56. Indonesia (2000, 2004, 2008, 2015)
57. Iran, Islamic Republic of (2004)
58. Israel (2004, 2015)
59. Italy (2000, 2004, 2008)
60. Jamaica (2000, 2004, 2008, 2015)
61. Japan (2000, 2015)
62. Jordan (2004, 2008)
63. Kenya (2000, 2004, 2008, 2010)
64. Kyrgyzstan (2004)
65. Latvia (2008)
66. Lesotho (2000, 2004)
67. Lithuania (2004, 2015)
68. Macau S.A.R., China (2000, 2008)
69. Madeira, Portugal (2004)
70. Malawi (2004)
71. Malaysia (2004)
72. Maldives (2015)
73. Mali (2004)
74. Malta (2004)
75. Mauritius (2000, 2004)
76. Mexico (2004, 2015)
77. Monaco (2004)
78. Montenegro (2004)
79. Morocco (2004, 2015)
80. Myanmar (2015)
81. Netherlands (2004, 2015)
82. Nicaragua (2000, 2015)
83. Niger (2000, 2004)
84. Nigeria (2004, 2008, 2015)
85. Oman (2004)
86. Panamá (2000, 2004, 2015)
87. Paraguay (2004)
88. Peru (2004, 2008)
89. Philippines (2000, 2004)
90. Poland (2004)
91. Portugal (2004, 2008, 2015)

92. Puerto Rico (2004)
93. Republic of Korea (2004)
94. Republic of Madagascar (2000, 2004, 2008)
95. Republic of Moldova (2004, 2015)
96. Republic of Seychelles (2000, 2004)
97. Romania (2004, 2015)
98. Russian Federation (2000)
99. San Marino (2000, 2008)
100. Saudi Arabia (2004, 2008)
101. Senegal (2000, 2004, 2008, 2015)
102. Serbia (2004, 2015)
103. Slovakia (2000, 2004, 2008, 2015)
104. Slovenia (2004, 2015)
105. South Africa (2004, 2008)
106. Spain (2004, 2008, 2015)
107. Sri Lanka (2000, 2004)
108. St. Eustatius, Netherlands Antilles (2000)
109. Sudan (2008, 2015)
110. Swaziland (2008, 2015)
111. Switzerland (2015)
112. Syrian Arab Republic (2000, 2004)
113. Thailand (2000, 2004)
114. The former Yugoslav Republic of Macedonia (2015)
115. Togo (2004, 2008)
116. Tunisia (2015)
117. Turkey (2004, 2008, 2015)
118. Uganda (2004)
119. Ukraine (2000, 2004)
120. United Arab Emirates (2015)
121. United Republic of Tanzania (2000, 2004, 2008)
122. Uruguay (2008, 2015)
123. Venezuela (2000, 2004, 2015)
124. Viet Nam (2004)
125. Zambia (2000, 2004, 2008, 2015)
126. Zimbabwe (2000)
127. Holy See (Permanent Observer) (2000)
128. Palestine (Special Observer) (2000)

Annex III

Implementation survey on the Global Code of Ethics for Tourism, 2014/2015: UNWTO member States, associate members and observers

List of respondents (as of 30 June 2015)

Total: 62

Africa (15)

1. Angola
2. Benin
3. Botswana
4. Cameroon
5. Congo
6. Ethiopia
7. Gabon
8. Gambia
9. Ghana
10. Morocco
11. Nigeria
12. Senegal
13. Sudan
14. Swaziland
15. Zambia

Americas (14)

16. Argentina
17. Bahamas
18. Brazil
19. Colombia
20. Costa Rica
21. Dominican Republic
22. Ecuador
23. Haiti
24. Jamaica
25. Mexico
26. Nicaragua
27. Panamá
28. Uruguay
29. Venezuela

Asia and the Pacific (4)

30. Brunei Darussalam
31. Indonesia
32. Japan
33. Myanmar

South Asia (1)

34. Maldives

Europe (27)

35. Albania
36. Andorra
37. Austria
38. Azerbaijan
39. Belarus
40. Bosnia and Herzegovina
41. Croatia
42. Czech Republic
43. Finland[a]
44. Flanders, Belgium
45. Georgia
46. Germany
47. Greece
48. Hungary
49. Israel
50. Netherlands
51. Portugal
52. Lithuania
53. Republic of Moldova
54. Romania
55. Serbia
56. Slovakia
57. Slovenia
58. Spain
59. Switzerland
60. The former Yugoslav Republic of Macedonia
61. Turkey

Middle East (1)

62. United Arab Emirates

[a] Not a UNWTO member State.

Annex IV

Reporting questionnaire of the private sector signatories to the Global Code of Ethics for Tourism: companies

(dates of commitment in brackets)

List of respondents (as of 30 June 2015)

1. Amadeus IT Group, Spain (16 Sept. 2011)
2. Grupo Barceló, Spain (16 Sept. 2011)
3. Grupo Iberostar, Spain (16 Sept. 2011)
4. Iberia, Spain (16 Sept. 2011)
5. Melia Hotels International, Spain (16 Sept. 2011)
6. NH Hoteles, Spain (16 Sept. 2011)
7. AmHotels, Armenia (19 Oct. 2012)
8. Aeroméxico, Mexico (24 Oct. 2012)
9. Corporativo Cedis — Grupo Palace Resorts, Mexico (24 Oct. 2012)
10. RCI — Latin America & Caribbean, Mexico (24 Oct. 2012)
11. AIDA Cruises, Germany (17 Nov. 2012)
12. FTI Group, Germany (17 Nov. 2012)
13. Schauinsland-Reisen GmbH, Germany (17 Nov. 2012)
14. Studiosus Reisen München GmbH, Germany (17 Nov. 2012)
15. Thomas Cook AG, Germany (17 Nov. 2012)
16. TUI AG, Germany (17 Nov. 2012)
17. Agencia de Viajes Cocolimón, Costa Rica (13 May 2013)
18. Casa Luna Hotel & Spa, Costa Rica (13 May 2013)
19. Cooprena & Simbiosis Tours, Costa Rica (13 May 2013)
20. Costa Rica Expeditions (13 May 2013)
21. CRS Tours — Potasio K Diecinueve S.A., Costa Rica (13 May 2013)
22. CRT Team (Tour Operator & DMC), Costa Rica (13 May 2013)
23. Discovery Travel, Costa Rica (13 May 2013)
24. Doka Estate Coffee Tours, Costa Rica (13 May 2013)
25. Ecole Travel, Costa Rica (13 May 2013)
26. Green World Adventures, Costa Rica (13 May 2013)
27. Hotel Campo Verde, Costa Rica (13 May 2013)
28. Hotel Colonial, Costa Rica (13 May 2013)
29. Hotel Parador, Costa Rica (13 May 2013)
30. Hotel Pirate Cove, Costa Rica (13 May 2013)
31. Hotel Terrazas de Golf, Costa Rica (13 May 2013)
32. Il Viaggio Travel, Costa Rica (13 May 2013)
33. Mapache Rent a Car, Costa Rica (13 May 2013)
34. Panorama Tours, Costa Rica (13 May 2013)
35. Rain Forest Adventures, Costa Rica (13 May 2013)
36. Rios Tropicales, Costa Rica (13 May 2013)
37. Swiss Travel Costa Rica (13 May 2013)
38. Toyota Rent a Car (Sociedad Rentacar Centroamericana S.A.), Costa Rica (13 May 2013)
39. Travel Excellence, Costa Rica (13 May 2013)
40. Tryp San José, Sabana, Costa Rica (13 May 2013)
41. Unique Adventures, Costa Rica (13 May 2013)

42. Westin Golf Resort & Spa Playa Conchal, Costa Rica (13 May 2013)
43. Bali Niksoma Boutique Beach Resort, Indonesia (1 Oct. 2013)
44. Furama Villas and Spa, Ubud, Indonesia (1 Oct. 2013)
45. Griya Santrian, Indonesia (1 Oct. 2013)
46. Melia Bali, Indonesia (1 Oct. 2013)
47. PT. Banten West Java (Tourism Development Corporation), Indonesia, (1 Oct. 2013)
48. Sol Beach House Benoa Bali — All Inclusive (Formerly Melia Benoa), Indonesia (1 Oct. 2013)
49. St. Regis Bali and The Laguna Resort, Nusa Dua, Indonesia (1 Oct. 2013)
50. Wapa di Ume, Ubud, Indonesia (1 Oct. 2013)
51. Arabian Adventures, Qatar (24 Feb. 2014)
52. Intercontinental Doha, Qatar (24 Feb. 2014)
53. Kingsgate, Qatar (24 Feb. 2014)
54. Moevenpick Hotel Doha, Qatar (24 Feb. 2014)
55. Moevenpick Tower & Suites Doha Qatar, (24 Feb. 2014)
56. Plaza Inn Doha (rebranded from Best Western Doha, 1 May 2014), Qatar (24 Feb. 2014)
57. Qatar International Adventures (24 Feb. 2014)
58. Retaj Al Rayan, Qatar, (24 Feb. 2014)
59. St Regis, Qatar (24 Feb 2014)
60. Torch Hotel, Qatar (24 Feb. 2014)
61. Wydham Grand Regency Doha, Qatar (24 Feb. 2014)
62. Amarela Resort Corporation, Philippines (18 May 2014)
63. Divelink Cebu, Philippines (18 May 2014)
64. Rajah Travel Corporation, Philippines (18 May 2014)
65. Andina del Sud (20 June 2014)
66. Atton Hoteles, Chile (20 June 2014)
67. Casadoca Hotel Boutique, Chile (20 June 2014)
68. EcoCamp Patagonia, Chile (20 June 2014)
69. Hotel Antumalal, Chile (20 June 2014)
70. Hotel Hangaroa Eco Village & Spa Chile (20 June 2014)
71. Hotel Termas Puyehue Wellness & Spa Resort, Chile (20 June 2014)
72. Novojet Chile, Chile (20 June 2014)
73. Panamericana Hoteles, Chile (20 June 2014)
74. Tierra Atacama, Chile (20 June 2014)
75. Tierra Patagonia, Chile (20 June 2014)
76. Termas Aguas Calientes, Chile (20 June 2014)
77. Ski Portillo, Chile (20 June 2014)
78. Sociedad Hotelera Quilquilco, Chile (20 June 2014)
79. H.I.S., Japan (25 Sept. 2014)
80. JTB Corp., Japan (25 Sept. 2014)
81. Nippon Travel Agency, Japan (25 Sept. 2014)
82. World Air-Sea Service, Japan (25 Sept. 2014)

Annex V

Reporting questionnaire of the private sector signatories to the Global Code of Ethics for Tourism: associations

(dates of commitment in brackets)

List of respondents (as of 30 June 2015)

1. Federación Internacional de Asociaciones de Ejecutivas de Empresas Turísticas (FIASEET) (12 Sept. 2012)
2. Union of Incoming Tour Operators of Armenia — UITO (19 Oct. 2012)
3. Asociación Mexicana de Desarrolladores Turísticos (AMDETUR) (24 Oct. 2012)
4. German Travel Association (DRV) (17 Nov. 2012)
5. Netherlands Association of travel Agents and Tour Operators (ANVR) (9 Jan. 2013)
6. Association of Turkish Travel Agents (TÜRSAB) (27 March 2013)
7. Turkish Hoteliers Federation (TÜROFED) (27 March 2013)
8. Turkish Tourism Investors Association (TYD) (27 March 2013)
9. Union of Chambers and Commodity Exchanges of Turkey (TOBB) (27 March 2013)
10. Fédération Nationale de l'Industrie Touristique de Côte d'Ivoire (FENITOURCI) (24 April 2013)
11. Federation of Romanian Tourism Employers (FPTR), (3 July 2013)
12. Organizaţia Patronală a Turismului Balnear (OPTBR) (The Organization of Spa Owners in Romania) (3 July 2013)
13. Association of the Indonesian Tour & Travel Agencies (ASITA) (1 Oct. 2013)
14. Indonesia Exhibition Companies Association (IECA) (1 Oct. 2013)
15. ACTA — Association of Cyprus Travel Agents (ECTAA) (7 Nov. 2013)
16. Association of Canadian Travel Agencies (ACTA) (7 Nov. 2013)
17. Australian Federation of Travel Agents (AFTA), (7 Nov. 2013)
18. European Travel Agents' and Tour Operators' Associations (ECTAA) (7 Nov. 2013)
19. The Association of Danish Travel Agents and Tour Operators (ECTAA) (7 Nov. 2013)
20. Travel Agents Association of New Zealand (TAANZ) (7 Nov. 2013)
21. VIRKE — Enterprise Federation of Norway (7 Nov. 2013)
22. Alentejo Network of Village Tourism | Genuineland, Portugal (2 Dec. 2013)
23. Associação Portuguesa dos Portos de Recreio (APPR) (2 Dec. 2013)
24. European Blue Flag Association (ABAE) (2 Dec. 2013)
25. Portuguese Association of Hotels, Restaurants and Tourism (APHORT) (2 Dec. 2013)
26. Portuguese Association of Resorts (APR) (2 Dec. 2013)
27. Portuguese Tourism Confederation (2 Dec. 2013)
28. Privetur — Portuguese Association of Rural Tourism (2 Dec. 2013)
29. Asociación Dominicana de Operadores de Turismo (ADOTUR) (17 Feb. 2014)
30. Association of Bulgarian Tour operators and travel agents (29 May 2014)
31. Bulgarian Association of Travel Agents (29 May 2014)
32. Bulgarian Association for Alternative Tourism, (29 May 2014)
33. Bulgarian Tourist Chamber (29 May 2014)

34. Union of Bulgarian Tourist Guides (29 May 2014)
35. Asociación Gremial de Empresarios Hoteleros de Chile (20 June 2014)
36. Federación de Empresas de Turismo de Chile (FEDETUR) (20 June 2014)
37. Asociación Colombiana de Agencias de Viajes (ANATO), (25 June 2014)
38. Japan Association of Travel Agents (JATA), (25 Sept. 2014)
39. Japan Travel and Tourism Association (JTTA) (25 Sept. 2014)
40. Cámara Nacional de Comercio (Bolivia) (7 Oct. 2014)
41. Federación Boliviana de Guías de Turismo (FEBOGUIT) (7 Oct. 2014)
42. Asociación Hotelera de Itapúa (ASHOIT), Paraguay, (9 Oct. 2014)
43. Asociación Industrial Hotelera del Paraguay (AIHPY) (9 Oct. 2014)
44. Asociación Paraguaya de Agencias de viajes y Empresas de Turismo (ASATUR) (9 Oct. 2014)
45. Unión de Asociaciones de Turismo del Paraguay (9 Oct. 2014)
46. Association of Croatian Travel Agencies (UHPA) (6 Nov. 2014)
47. Association of Finnish Travel Agents (6 Nov. 2014)
48. Association of Swedish Travel Agents and Tour Operators (6 Nov. 2014)
49. Asociación Argentina de Organizadores y Proveedores de Exposiciones, Congresos y Eventos (AOCA) (4 Dec. 2014)
50. Cámara Argentina de Turismo (4 Dec. 2014)
51. Cámara de Hosteles, Argentina (4 Dec. 2014)
52. Federación Empresaria Hotelera Gastronómica Argentina (FEHGRA) (4 Dec. 2014)